

It takes a community ...



DOORs USER MANUAL

**Explanations, Tips and Policies for Making
The Most of Referrals**

Version 1.1
September, 2011



Getting Started

DOORs is web-based, meaning that no software needs to be installed on computers that users wish to use to access it. Similarly, no updates are required. A Moderator has been designated for DOORs and is responsible for updating information and forms on an on-going basis. Youth Justice Committee volunteers and Program Managers simply log into the database and can be confident that the contents are up-to-date. Questions, concerns and suggestions may be directed to the Moderator.

Youth Justice Committees supplied with laptops have the website set as the home page. For users wishing to access DOORs from other computers, the database may be found at: doors.calgaryyouthjustice.com
Please note the absence of 'www.' in the address.



Calgary Youth Justice

Username

Password

[Login](#)



Calgary Youth Justice Society
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Logging In

A unique account has been created for each Youth Justice Committee and Community Partner. The *Database of Opportunities and Resources* can be accessed at any time from anywhere where Internet access is available and has the capacity to handle multiple log-ons from numerous users at the same time.

Please consult your Chairperson for the Username and Password allotted to your Youth Justice Committee. Program Managers may contact the Moderator for their Username and Password information.


[OVERVIEW](#)
[PROGRAMS](#)
[USER ACCOUNTS](#)
[CONTACT](#)
[Logout](#)

Welcome & Hints for Experienced and New Volunteers Alike

The *Overview* page will greet users at every log-on. An explanation of the rationale for DOORs is included as well as a brief explanation of how the database works and what it will do for users.

Also included is a brief section of *Hints for Intake Notes* that holds tips for experienced and new volunteers alike. The intention is to aid Youth Justice Committee volunteers in acquiring all the necessary information from the young people they serve so as to maximize the effectiveness of DOORs' functions.

More effectively asked questions will aid in understanding the young people *and* using DOORs to find opportunities.

Basics

It is important that the web browser being used be updated to at least these versions: Internet Explorer 8, Firefox 3.0, Netscape 9. This is to ensure that DOORs is displayed on your computer as it is intended. Obsolete versions of the web browsers listed above may result in improper icon display.

Searching

Users have several methods at their disposal for using DOORs to find appropriate consequences for use in EJS Agreements. Over the next few pages the three primary *within-database* functions will be introduced and explained. Screenshots taken from the *Database of Opportunities and Resources* will accompany the write-ups.

Getting Started



Programs

Browsing all

Clicking on the 'Programs' tab will bring users to the main page of DOORs. All search functions may be accessed from this page.

New users will find this page beneficial as all entries in the database may be viewed from this page. Browsing through the contents of DOORs is a good way to familiarize ones' self with the list of universally available resources.

Search Method #1: Browsing by Page

Entries in DOORs follow a numerical, then alphabetical, order using the names of the Programs and Creative Consequences. Using the browse by page process is useful for users who are searching for an entry whose name cannot be recalled but rough alphabetical location is known.



Increasing the Number of Entries Displayed Per Page

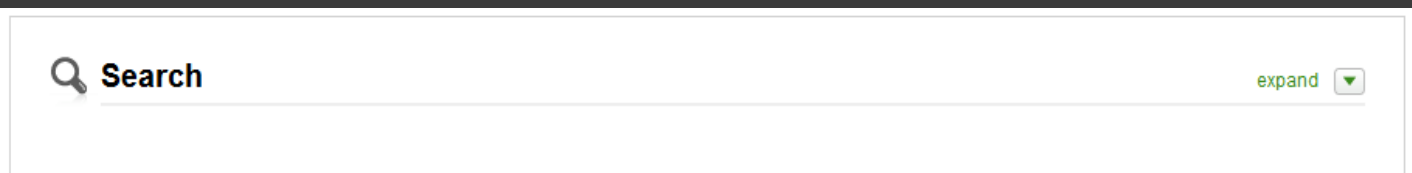
Among the several ways that exist for users to find entries in the database, looking through the database on a page-by-page basis is the most common method for new users. Since entries in the database begin in numeric, then alphabetical order, users may expect to find entries with names beginning with mid-alphabet letters in the mid-numbered page. Users may now opt to have larger groups of entries displayed per page than the default setting.



As an add-on to the page counter outlined in the previous section, the drop-down menu offers several options for per-page display.

Selecting increasingly larger numbers of entries from 20, 50, 100 or all entries displayed per page will reduce the number of pages to be searched.

Customizing DOORs Searches



Clicking the 'expand' button allows users to access the second and third in-program approaches to finding and selecting appropriate consequences. Outlined in detail on the following two pages, these features allow users to find specific entries or the create profiles for each young person based on information from the files and information gleaned from the panel process.

It is important - as noted in the *Basics* section of this manual - that the web browsers being used to access the *Database of Opportunities and Resources* is current. Older versions of the browsers may distort the icons or hide them from view.

Life Influence Categories - Check-off All That Apply

Charges

- Arson (mischief involving fire)
- Being Unlawfully in a Dwelling
- Being in a Stolen Vehicle
- Common Assault (non-domestic)
- Failure to Appear in Court (FTA)
- Failure to Comply (FTC)
- Fraud
- Indecent Exposure (Crown discretion)
- Mischief/Property Damage
- Obstruction of Justice (providing false ID)
- Possession of stolen property under \$5000
- Sexual Interference (Crown Discretion)
- Simple Possession of Controlled Substance (marijuana)
- Taking a Motor Vehicle without Consent
- Theft Under \$5000
- Vandalism (graffiti)

Mental Health History

- Current counselling/Medications
- Previous diagnoses (ADHD, FASD, OCD)

Social History

- Addiction
- Community & peers
- Employment/extracurricular
- Family
- Previous Child Welfare Involvement
- Previous assault/history of aggression
- School
- Self esteem/character development

Strengths/Interests/Skills

- Academic
- Art
- Cultural
- Hobbies & Sports
- Music
- Technology

Sex

- Female
- Male

Ages

- 12-14
- 15-16
- 17-18

NEW: Further Refining DOORs Searches

Program Type

- Program
- Creative Consequence

Search Method #2: Creating a Profile Using Categories of Life Influences

All entries in DOORs have unique combinations of 'tags' that make them searchable. There are 6 categories (seen on the previous page) that allow for users to use information from the young people's files (charge, age, sex) in combination with aspects of young people's lives garnered via the panel interviews (social history, strengths/interests/skills, etc.) to narrow down the contents of the database. The short-list produced by DOORs will list only the entries that incorporate similar combinations of 'tags'. This feature is particularly useful in situations where the issues being faced by the young people being interviewed are complex and the more familiar or commonly-used entries in the database don't seem to adequately address them. This feature is also an excellent way to introduce new users to DOORs' contents.

A caveat: using this more general search feature for the most common charges such as Theft Under \$5000 or Simple Possession of a Controlled Substance will generate significantly larger lists (approx. 40 applicable entries) than searches for less-frequent and/or more severe charges such as Arson or Common Assault which will generate lists of 20 or less.

Leaving so many choices available was done with purpose - to leave room for the intuition and discretion needed to select just the right programs or opportunities for volunteer work. DOORs only assists - it won't make the decisions.

Search Method #3: By Program or Creative Consequence Name

Name

The 'search by name' feature uses the 'Name' column of the database to find specific entries for users who have either a specific consequence in mind or a specific category. Whole program or consequence names may be entered in the box to retrieve a particular entry - such as "Feed the Hungry" or key words such as 'feed' or 'hungry' may be used. Key words are not case sensitive.

Key words may also be used to find groups of entries pertaining to a theme. For example: 'girl' will retrieve a list of entries for programming geared toward young women that have the word 'girl' in the program name. Likewise, 'community' will produce a short-list of for community service options, etc.

Entering a young person's name will not retrieve anything from the database.

Accompanying Forms and Information Sheets

Documents

DOORs allows for the appropriate forms and documents to be housed along with information about programs, services, creative consequences and opportunities for voluntarism and community service. This particular feature of the database is intended to alleviate the burden of storage, photocopying and purging of physical paperwork on the part of users.

By imbedding forms and other information, changes and updates can be made quickly and efficiently - and most importantly - seamlessly for database users. In the example to the right you'll find the dates of the last changes made to the documents.

The documents can be modified while users are logged into DOORs but the modified documents must be saved to a computer - usually the desktop. The documents cannot be stored within DOORs for later retrieval. Making separate functions of form completion and submission was done intentionally to keep the confidentiality of young people as highest priority.

Submitting documents, forwarding them to young people and/or their families/guardians - as mentioned above - are addressed in greater detail the next few sections of this manual.

- [CYES referral information June 2010 to go out with referral form .pdf](#)
- [CYES Brochure June 2010.pdf](#)
- [CYES Referral Form Externa Dec 2010.docx](#)
- [Meadowlark Park Feb 2010.pdf](#)
- [Meadowlark Park Aug 09.pdf](#)

Using the e-reserve Feature

The 'e-reservation' feature of DOORs provides Youth Justice Committee volunteers with the ability to instantly reserve spots for young people in our partnering organizations' programs & services. Accompanying this reservation

Program

AAMP Alternatives for Adolescent Males Project

5 seats available. Reserve

Calgary John Howard Society

Adolescent males aged 14-17 who have been, or at risk of becoming involved with the criminal justice system.

feature is a real-time notice of space availability. With only a few exceptions, all Program entries have incorporated this feature. *About Face* is an example of a Program entry that does not incorporate the e-reserve feature.

Once the *Reserve* button is clicked, DOORs generates and sends an email message citing the email address of the YJC (see *Youth Justice Committee email Addresses* section) to the Program Coordinators and other appropriate contact persons. The email contains a standard message that gives the recipient notice of that Youth Justice Committees' intent to enrol a youth.

It must be emphasised that this feature only reserves spots and needs to be followed up by submitting the completed enrolment forms to complete the registration process. As always, YJC volunteers can rely on these forms and other information to be up-to-date.

Accompanying this reservation feature is a real-time notice of space availability. In most cases, the number of spaces available is maintained or adjusted by the Program Coordinators. When the number of available seats reaches zero, the *Reserve* function will deactivate until such time as space once again becomes available.

Should questions or concerns arise over space availability or program scheduling, Program Coordinators or the database Moderators may be contacted for clarification.

Contact

Thank you for using DOORs.

The moderators of this database endeavour to keep all information accurate and current. If, however, an error has been discovered, you wish to make a recommendation or provide additional resources, please do not hesitate to contact them.

Questions and concerns may also be directed to either Anthony B. Scott or Ron Toner.

Anthony B. Scott may be reached at 403.261.9861 ext. 223 or ascott@calgaryyouthjustice.com

Ron Toner may be reached at 403.297.7740 or Ron.Toner@gov.ab.ca

Exporting DOORs Entries and Using the Print Feature

Print

Export as CSV

An enhanced print function has been incorporated into the database as of September, 2011 to facilitate more diverse use of the technology. DOORs continues to offer the option of exporting its contents into spreadsheet software (Excel, Quattro Pro, Calculator).

The upgraded print function now allows users to print the database in a similar format to what is seen on-line - minus the 'forms' column.

This feature may be used to print the database in its entirety or pared down content lists. This upgrade permits YJC volunteers to better maintain their own records and requires less paper to do so. The date of the export is also captured and can be found in the lower right-hand corner.

Legal-size paper is recommended and paper orientation should be set to 'landscape'. These may be done in the *properties* section of the print menu.

Programs | DOORs

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Programs Browsing all

TYPE	NAME	AVAILABILITY	OFFERED BY	FOCUS	DETAILS	CONTACT	USAGE
Creative Consequence/Outcome	"Access Reser: Outcome/Outcome" entry			Personal development	Two typed page essay on how youth interpret a proverb based on their actions and/or reactions. You'll need power the give you to see ourselves as others see us." Robert Burns. To a Louse - verse 8	Sevendence YJC	Essay topic
Creative Consequence/About 'You'	10 Good Things About 'You'			Self Esteem	The youth will hand write or type in double space format in a minimum of a thousand words (4 pages), on essay on the given subject.	Sevendence YJC	
Program	About Face - SPACE ALWAYS AVAILABLE! No e-reserve PROVIDE PEO. ONLY	5 seats available Reserve	Calgary Police Service	Behavior re- education of youth ages 11- 17 whose behavior has brought them into conflict with industry figures such as teachers or police	Workshop typically held last Monday of each month. A three- hour interactive workshop focused on early intervention of criminal behavior. Youth use a call role -line and leave information on message pages to register. NOTE: Youth will not receive a pinna will to confirm. They are to show up 15 min. prior to session. YJC volunteers and person may sit on case register.	Deve Harty -Program Coordinator:403.266.5740 Program Registration Info: Line:403.266.8338 www.c4kaboutface.com	Program Referral
Program	Accessibility: Diversity and Inclusion Innovative CALL OR EMAIL TO REGISTER	5 seats available Reserve	Youth Center	Empowering All youth regardless of capabilities background, or language skills positive and pro- social way within CYJC programs.	Empower Group: Calgary youth, ages 12-18 with disabilities. Empower youth with English as a second language Aboriginal youth. Youth involved with the Youth Justice System (YJS) youth programs to address the needs of diverse youth. Increases youth participation in CYJC programs from the target group; Minimize a safe, respectful and supportive environment for youth to participate in a variety of team- based volunteer projects with peers.	Rev On or revjyouthcenter.com	Program Referral
Creative Consequence/Personal Responsibility	Admission to school legality			Personal development	Young people are to attend all classes for a time period determined by the print with no unexcused absences.	Sevendence YJC	
Program	Alert Youth Health Centre	5 seats available Reserve		Youth aged 13 to 19 who are	Primary purpose is to reduce access barriers to health care for	Reception:403.530.6270 or for by email: youthinfo@thealert.ca	Counseling

DOORs Usage and Confidentiality Concerns

Using the feature above *does not* send any information that can be used to identify young people. DOORs has been designed to be a retrieval-based system wherein users draw information out of the database rather than input information. There is no cause for concern of data interception or of breaching confidentiality if DOORs is accessed via unsecured networks (wireless or physical Internet connection) such as at a meeting place near a coffee shop.

This also applies to using the 'e-reserve' feature that is explained later in this manual.

To maintain the confidentiality of young people, however, submitting the necessary enrolment forms and emailing forms and documents to the young people, family/guardians must be done via a secured connection to prevent the information from being intercepted or viewed by people not associated with the Youth Justice Committee Program.

Youth Justice Committee email Addresses

Each Youth Justice Committee has an email address created specifically for it. By and large they are gmail accounts and follow a generic format of [yjc_name]yjc@gmail.com. Several reasons exist for this but chief among them is to allow YJCs to follow up on e-reservations with the necessary enrolment forms. This feature benefits YJCs by permitting Program Coordinators to follow-up directly and in a timely manner with Committees should clarification or follow-up be necessary to address questions or concerns that may arise with referrals. It is therefore recommended that Panel Chairs monitor the account for a few days following referrals.

An additional benefit of using an email address to electronically submit forms lies keeping centralized records. YJC members can verify the date & time of form or document submission at any time by checking the 'Sent' folder in their accounts. Using this feature in tandem with the e-reserve feature should maximize the effectiveness of the referral process. A further benefit is the added layer of security and confidentiality of having young persons' emails and documents on a remote server. Should a YJC laptop is lost or stolen, no information on files can be retrieved without authorization.

A back-up of passwords and other information is kept with the Calgary Youth Justice Society in the event that an email address is compromised. In such an event, YJCs are discouraged from creating new accounts without notifying the Society. For DOORs to be of maximum benefit, YJC email addresses must match those set up in the database.

Managing YJC Email Accounts

As mentioned above, all emails sent via Committees' email accounts will be held in the 'sent' folders and will accumulate over time. It is strongly recommended that this folder be cleaned out on a regular basis, as a matter of 'file maintenance' to avoid information on young people being kept longer than necessary.

Some suggestions may be found in the *Policies* section of this manual.

Summary

The DOORs initiative was conceived and designed to support Calgary's Youth Justice Committees in delivering the Extrajudicial Sanctions (EJS) Program by assisting volunteers in 'opening doors' for young people. Every effort has been made to include resources that compliment the development approach Youth Justice Committees use when working with young people. It is by appealing to strengths and helping young people grow and develop that we have the greatest impact. It truly is the relationships we build that foster change and lasting impressions.

Policies

Submission of Registration and Referral Forms

Important! When using unsecured Internet connections to access DOORs users are to avoid submitting forms to enroll young people in programs & services. While no identifying information is being used in the process of determining EJS consequences via DOORs, the forms *do* require information that, if intercepted by a third party from an unsecured network, could breach the young persons' rights to confidentiality. Please use the *e-reserve* feature and submit the necessary forms via YJC email account at a later time from a secure network.

Netbook/Laptop Usage

While the netbooks and laptops are YJC property, these devices have been provided with good will and trust that their use will be exclusively for administration of the Extrajudicial Sanctions (EJS) Program. Chairpersons should take precautions to check the devices periodically to ensure the absence of viruses and to repair any damage that may impact future performance. As well, the Browser History should be monitored to track Internet access of sites other than the DOORs site, gmail or the websites of organizations associated with the *Database Of Opportunities & Resources*. Periodically checking folders for inappropriate materials is also advised.

Netbook/Laptop Ownership

The devices have been provided to YJCs to support our collective journey into shared resources. Youth Justice Committees are responsible for costs associated with damage or loss of the devices and for replacing the devices. The Calgary Youth Justice Society may be drawn upon to assist with new device purchase (i.e., price discounts).

Internet Connectivity

The Calgary Youth Justice Society may be drawn upon at any time for assistance in obtaining Internet access where YJCs hold their panels. Assistance may run the gamut between simple technical support and working on behalf of the Youth Justice Committee with local establishments to negotiate use of signals. Requests for assistance may be made to the Calgary Youth Justice Society.

Youth Justice Committees experiencing hampered or unattainable Internet connections may access the Calgary Youth Justice Society for assistance. Questions and/or concerns may also be directed to the Calgary Youth Justice Society.

Definition: Secured Internet Connections

There are different types of wireless security that you can enable to safeguard your connection. Routers and wireless hardware have WEP (Wired Equivalent Privacy) and WPA (Wi-Fi Protected Access) configurations. These two are the main security features for a wireless connection. WEP provides protection by encrypting the information sent from one point to another over the radio waves. WPA is a certificate program that follows protocol from the Wi-Fi Alliance. It requires user authentication which is encrypted before allowing a client to gain access. WPA is a newer, more powerful form of protection than the older WEP.

Why secure a wireless network? Consider the following dangers of having an unsecured wireless network...

- Ⓕ Bandwidth Parasite - In a "best" case scenario, all the intruder does is use the victim's broadband connection to get online without paying. Maybe just to surf the web, maybe to download pirated music or software.
- Ⓕ Masking criminal activity - An unauthorized user could abuse the victim's connection for malicious purposes like hacking, launching a DoS (denial of service) attack, or distributing illegal material. Since the intruder is a part of the private network and sits behind its gateway device, any traffic between him and the Internet will appear to be coming from the public IP address the ISP assigned to the victim.
- Ⓕ Free access to private data - A wireless network is also a direct backdoor into the victim's private network – literally. The intruder can snoop around undisturbed and get access to confidential data. This could be in form of personal information such as financial data, tax records, wills, and more that can be abused for identity theft.